



PRODUCT: Portable Computer

SERVICE ADVISORY # 004

DATE: 3/24/83

Subject SERVICE INVOICE COMPLETION

The attached document is COMPAQ Computer Corporation's Authorized Dealer Service Invoice form. This form is to be filled out and returned to COMPAQ Computer Corporation Customer Service any time the dealer wishes to be reimbursed for warranty service, extended service, or return parts credit.

The part number by which this form can be ordered from COMPAQ Computer Corporation is

100150-001

The COMPAQ Computer Corporation Service Invoice has been designed to provide COMPAQ Computer Corporation with the information necessary to document each service event. In addition, the invoice serves as a packing slip for all parts returned to COMPAQ Computer Corporation for exchange or credit. For these reasons, it is very important that the Authorized Dealer understand explicitly what is required of each entry.

INVOICE NUMBER: This is the Authorized Dealer-assigned invoice number.

CUSTOMER IDENTIFICATION: This part of the invoice identifies the name and address of the customer requiring service. This need only be filled out for Warranty, Extended Warranty, and Service Option repairs.

AUTHORIZED DEALER CODE: The Authorized COMPAQ Computer Dealer Number. *1128-20*

STORE NAME: The store which corrected the service problem.

UNIT S/N: The serial number of the unit on which the repair action was performed.

DATE REPAIR REQUESTED: Date that the customer requested that the Authorized Dealer repair the customer's unit.

DATE REPAIR PERFORMED: Date that the unit was returned to proper working condition.

CUSTOMER DESCRIPTION OF PROBLEM: Customer's description of unit's problem.

TYPE OF SERVICE: Check the box which describes the type of service that the Invoice covers.

EXTENDED WARRANTY OPTION/SERVICE OPTION NO.: Option agreement number, if invoice covers option service.

DATE OF RETAIL SALE: Date that the unit was purchased by customer.

AUTHORIZATION OR CONFIRMATION CODE: Indicate whether verification took place and, if so, what authorization number was issued by the COMPAQ Dealer Support Representative.

RATE SCHEDULE: Revision of COMPAQ Spares Pricing and Warranty Labor Rate Schedule used by dealer to calculate the total labor credits and total material credit due dealer.

SERVICE COMMENTS: Enter any miscellaneous comments regarding the service action.

AUTHORIZED SERVICE REPRESENTATIVE: The signature of the Authorized COMPAQ Computer Service Representative.

CUSTOMER: The customer's signature and date of signature, to indicate that the repair action has been successfully completed.

PROBLEM CODE: Check the line which best represents the primary problem with the unit. Do not check a line for every problem with the unit.

ACTION CODE: Check the line which best indicates the action taken to correct the problem.

PARTS USAGE:

For each type of part used in the service event, indicate the quantity of those parts used in each column that is appropriate.

For example, suppose a service event required the replacement of two disk drives and a keyboard assembly while under the 90-Day Limited Warranty. The keyboard and one drive were to be exchanged, and the other drive was to be returned for material credit. The PARTS USAGE would be filled out as follows:

PART USAGE (ENTER QUANTITY)

Credit(s) for Labor	Credit(s) for Parts	Exchange Part(s)	Part Number
---	---	01 PWR SUP	100475-001
---	---	02 SYST. PCB	100478-001
---	---	03 VDU PCB	100479-001
---	---	04 FLOPPY/PNTR PCB	100480-001
---	---	05 SER. I/O PCB	100441-001
2X	---	1 06 KYBD ASSY	100467-001
---	---	07 MONITOR ASSY	100481-001
2X	1	1 08 FLOPPY DISK DRIVE	100333-001
---	---	09 FAN/BACKET ASSY	100482-001
---	---	10 POWER SWITCH/ FILTER ASSY	100475-001
---	---	11 BRIGHTNESS CONTROL	100476-001
---	---	12 MEMORY MODULE (69K)	100491-001
---	---	13 VDU SIGNAL CABLE	100182-001
---	---	14 FLOPPY SIGNAL CABLE	100483-001
---	---	15 SPEAKER ASSY	100484-001
---	---	16 LINE POWER CORD	100039-001
---	---	17 FUSE	100485-001
---	---	88 OTHER(S) (DESCRIBE IN SERVICE COMMENTS)	100226-001
80.00	---	---	---
\$ 50.00	---	---	TOTAL LABOR CREDIT
\$ 375.00	---	---	TOTAL MATL CREDIT

TOTAL LABOR CREDIT: Indicate a dollar value for the total labor credit expected. Obtain this amount from the COMPAQ Spares Pricing and Labor Rate Schedule indicated in the TYPE OF SERVICE portion of the invoice.

TOTAL MATL CREDIT: Indicate a dollar value for the total material credit expected. Obtain this from the COMPAQ Spares Pricing and Labor Rate Schedule indicated in the TYPE OF SERVICE portion of the invoice.